LTD MEDIA USER GUIDE

TABLE OF CONTENTS

GETTING STARTED

Before downloading LTD Media, you need to know three things:

1. **Do you have a supported device?**

   For a complete list of supported Apple and Android devices, log in the LTD website. Select "Media Platform" located in the drop-down menu under "Resources." Or, copy and paste this URL in your browser: https://www.ltdteam.com/CMS/PageById/?contentItemId=705d22b2-60a9-40e6-9926-637e71c7612a

2. **Do you have the latest operating system for your device?**

   - **Apple users, you'll need:** iOS 6.1.2, iOS 7.1 recommended
   - **Android users, you'll need:** at least Android 2.3.6

3. **Do you know your LTD ID Number and Password?**

   To download and log in the platform, you need your LTD ID Number and password. Do not confuse this with your Amway ID Number.

DOWNLOAD

1. On your supported device, enter the following URL into your phone browser: http://www.ltdteamapps.com/

2. Enter your LTD ID Number and password. *From here, the process differs depending on whether you have an Apple or Android device.*

Note: If you attempt to download using a Wi-Fi connection in a business office and are unsuccessful, the office may have download blocks in place. Try another wireless alternative.

APPLE USERS

3. Click on "Media Application"
4. In the pop-up button, click "Install"
5. When installation is complete, open the platform by clicking the icon on your device

ANDROID USERS

3. Click on "Media Application"
4. When prompted, open the Android Market
5. In the Android Market, click "Install"
6. Click "OK"
7. When installation is complete, exit the browser
8. Open "All Apps," locate the icon and click to open

NOTES

- In the top navigation bar of every page, you will notice a **"Back" button** and other action buttons that include "Refresh" and "Logout." Familiarize yourself with these buttons to navigate.

- The categories are listed at the bottom of the navigation bar. They are *Videos, Audios, Photos, Gifts,* and *More.* Within *More,* you'll find *Favorites, Audio Playlists, Downloading Queue, Documents, Membership Card, Settings,* and *Feedback.* You will navigate with these categories.

- A Video on Demand (VOD) is a video purchased through the LTD website or LTD Messaging only. The videos found in LTD Media are free.

- Purchased or redeemed files are identified with a **green dollar bill icon**. Downloaded and saved files are identified with a **red floppy disk icon.**

VIDEOS

Upon logging in, the Videos home page features all LTDtv video channels. Video channels are continually updated. Stay tuned for new product promotions, event promotions, educational teachings, how-to videos, and information broadcasts.
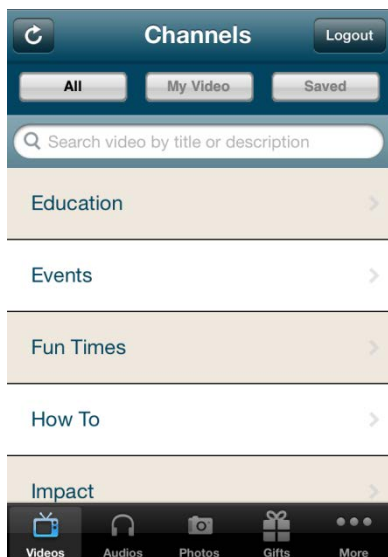
ALL
Notice the **gray "All" button** is highlighted. Scroll through all channels by running your finger from the bottom of the screen to the top. Select a channel to view corresponding videos. To play a video, select the title and press "Download" or "Watch Now."

What is the difference between *Download* & *Watch Now?*
Downloading uses space on your SD card; however, once downloaded, the file does not need an internet connection to play. Watching now streams the file and does not use your SD card. The advantage of streaming is avoiding automatic downloads, but streaming requires an Internet connection.

Note: When downloading or streaming a file, use a Wi-Fi connection to ensure the entire file downloads properly and plays correctly. If you use a 3G or 4G connection when downloading, the entire file may not download.

MY VIDEO
Select the **gray "My Video" button** to view your purchased videos. These are the Videos on Demand (VODs) you have purchased on the LTD website or LTD Messaging. For VIP Subscribers, these are the VODs complimentary to the VIP Package. Scroll through the videos by running your finger from the bottom of the screen to the top. To play a video, select the title and press "Download" or "Watch Now."

SAVED
Select the **gray "Saved" button** to view your downloaded videos. Your downloaded videos will have a **red floppy disk icon** in the top right corner. Because these videos have been downloaded to your device, they do not require time to download or an Internet connection to play. Scroll through the videos by running your finger from the bottom of the screen to the top. To play a video, press "Play."

Note: If you experience partial downloads, delete the downloaded file and re-download it to your hard drive using a Wi-Fi connection. To delete, open the file and select the trash icon in the top right corner of the navigation bar.

If you are worried about space on your SD card, only download one video at a time, watch the video, and then immediately delete. It will still be available to download and view again at any time. Once purchased, videos are listed in "My Video" on the mobile platform and "My Video" located in the drop-down menu under "HiYourName" on the LTD website.

SEARCH
A search bar is also located in the top navigation bar. Search video channels, "My Video," and "Saved" for speaker names, titles, or key words. Type in the field and press the **blue "Search" button.**

BROADCASTING VIDEOS
To broadcast videos found on the mobile platform during an Info Session or team meeting, you must first download videos to an iPad. Then, play through any Apple TV or connect your device to any television. Wi-Fi connection is not necessary since the video is saved on your device.
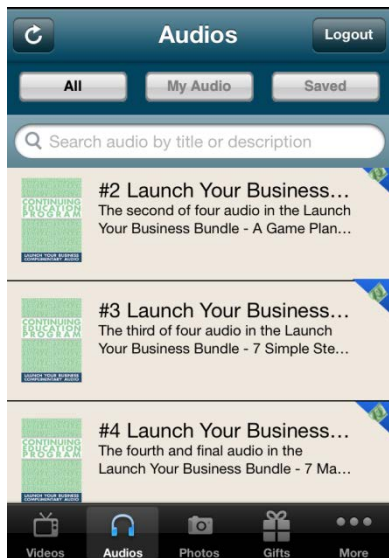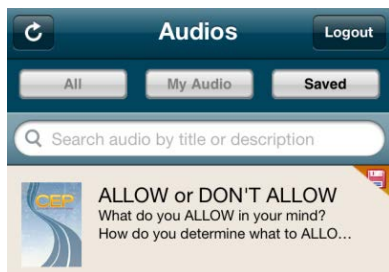

AUDIOS

This may be the most exciting and most significant feature of the mobile platform – LTD audio files in the palm of your hand! View the complete catalog of audio, purchase or redeem audio files from the platform, and listen to LTD audio in your car, at the gym, or wherever you are!

ALL
Select "Audio" in the bottom navigation bar to view all audio titles in the LTD product catalog. Scroll through the audio catalog by running your finger from the bottom of the screen to the top. Remember, purchased or redeemed files are identified with a **green dollar bill icon.** Downloaded and saved files are identified with a **red floppy disk icon.**

MY AUDIO
Select the **"My Audio" button** to view your purchased or redeemed audio. They will be identified with a **green dollar bill icon**. Scroll through your audio files by running your finger from the bottom of the screen to the top. To play an audio file, select the title and press "Listen Now" or "Download."

Remember, "Listen Now" streams the file and does not download it to your SD card. The advantage of streaming audio is avoiding automatic downloads, but streaming requires an Internet connection. Downloading uses space on your SD card in your device; however, once downloaded, the file does not need an Internet connection to play.

Note: When streaming or downloading a file, use a Wi-Fi connection to ensure the entire file downloads properly and/or plays correctly. If you use a 3G or 4G connection when downloading, the entire file may not download.

SAVED

Select the **"Saved" button** to view your downloaded audio. They will be identified with a **red floppy disk.** Scroll through your audio files by running your finger from the bottom of the screen to the top. To play an audio file, select the title and press "Play." If you are worried about space on your SD card, only download one audio at a time, listen, and then immediately delete from your hard drive. It will still be available to download and hear it again at any time. Once purchased, audios are listed in "My Audio" in the platform and "My Audio" located in the drop-down menu under "HiYourName" on the LTD website.

SEARCH

A search bar is also located in the top navigation bar. Search the audio catalog, "My Audio," and "Saved" for speaker names, titles, or key words. *Want to search recent releases?* Type the month and year (April 2014) to display media released that month. *Want to search specific event teachings?* Search event name (SUMMIT 2013) to display media released from that event. Type in the field and press the **blue "Search" button**.

Why did only half of my audio file download? Why is my audio file skipping?
This tends to happen when you download files using a 3G or 4G Internet connection, instead of a Wi-Fi connection. To re-download, find the file in your "Saved" audio. Open the file and press the **trashcan icon** in the top right corner. Then, re-download the audio using a Wi-Fi connection.
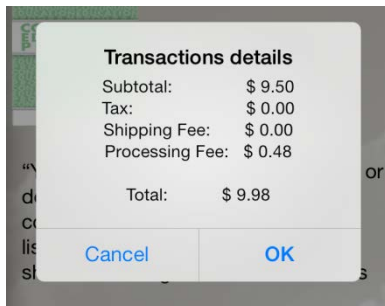
PURCHASING AUDIO

After searching the audio catalog and selecting an audio file for purchase, you'll see the price, description, and a **blue "Purchase" button.** In the pop-up box, press "Purchase" and a page will display transaction details and total price. The platform will use the credit card on file in your LTD account to purchase your selection. You cannot change your credit card information through the platform; it can only be edited on the LTD website in "My Profile" located in the drop-down menu under "HiYourName."
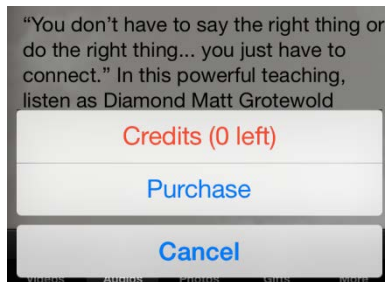
Select "OK" to make the purchase. Another message will display notifying you that the transaction was successful. Press "OK." You will receive an email receipt for your purchase and the transaction will also be listed in your Order History on the LTD website. After your purchase, a **green dollar bill icon** will identify the file and it will display in "My Audio."

REDEEMING AUDIO

Only members subscribed to a Subscription Package can redeem audio files. In this section, redeem audio for yourself. In the *Gifts* section, redeem audio for members and prospects.

After searching the audio catalog and selecting an audio file for redemption, you'll see the price, description, and a **blue "Purchase" button.** Press "Purchase" and in the pop-up click "Credits." A page will display confirming your AudioCredit redemption. Select "OK" to redeem.

Note: AudioCredits are non-refundable. If you do not see your purchased or redeemed audio file in "My Audio," refresh your platform. To refresh, logout of the platform and log back in.

PHOTOS

Select "Photos" in the bottom navigation bar to view LTD photo galleries. Galleries include photos from major events to Diamond trips.

Select your desired category and sub-category and thumbnails within the gallery will display. Select an individual picture to view it larger. Once larger, you have the ability to drag your finger from right to left to view the next photo in the gallery.

If you wish to view an image full screen, select the **arrows icon** in the top right corner of the navigation bar. To undo the full-screen view, simply press the image and then press "Done" in the top left corner of the navigation bar. *Note: You cannot download LTD photos to your device.*
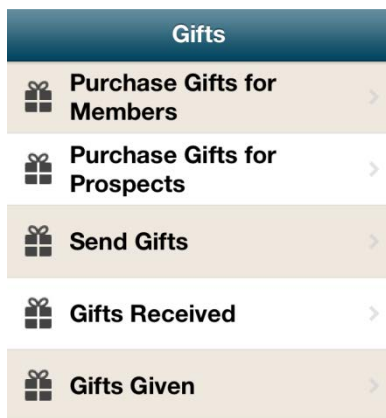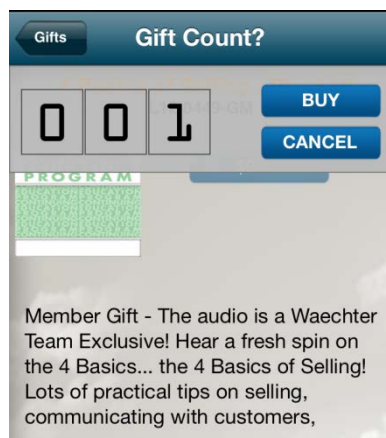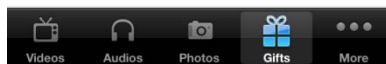
GIFTS

Select "Gifts" in the bottom navigation bar to purchase media for downline and prospects through the mobile platform.
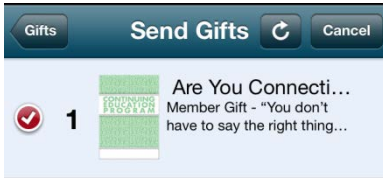
PURCHASING GIFTS FOR DOWNLINE

To purchase media for your downline, select "Purchase Gifts for Members" on the gifting home page and scroll through media. After selecting a file, you'll see the SKU number, description, and a blue price button.

Press the **blue price button** and a pop-up box will display, allowing you to select the number of gifts you wish to purchase or redeem. *Note: you may purchase or redeem multiple units of the same media because they are not immediately gifted.*

Adjust the gift count and press "BUY" (iOS) or "Proceed" (Android). A pop-up box will display "Credits" or "Purchase."

A pop-up box will request you choose between "Credits" or "Purchase." Only members subscribed to a Subscription Package can redeem audio gifts. Press "Credits" to complete an AudioCredit transaction. Or, press "Purchase" to complete transaction. You will receive an email receipt for your purchase, and the transaction will be listed on the LTD website via "My Order History" located in the drop-down menu under "HiYourName."

SENDING GIFTS TO DOWNLINE

To send gifts to your downline, select "Send Gifts" on the gifting home page and scroll through your purchased media. If you wish to gift one file, select it. You'll see the SKU number, description, and a **blue "Send Gift" button**.
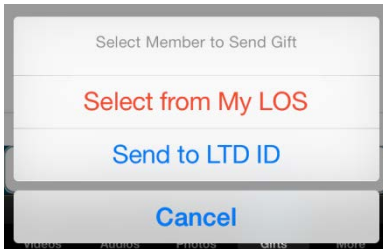
If you wish to gift multiple files, select "Gift Multiple" in the top right corner. Circles (iOS) or checkboxes (Android) will display to the left of each title. Press the **circles** or **boxes** of your desired files. A "Send Gifts (x Selected)" button will display at the bottom.

To send gifts, press "Send Gift" or "Send Gifts (x Selected)." A pop-up will display, providing the option to select recipients from your LOS or enter LTD ID Numbers of recipients. Press "Select from My LOS" and select the gift recipient from an alphabetical list of your Line of Sponsorship (LOS), or press "Send to LTD ID" (iOS) or "Enter LTD ID" (Android) and type the LTD ID Number of the gift recipient.

A pop-up box will display, asking you to confirm the gift recipient. *Note: Once media has been assigned, it cannot be unassigned.*

An additional pop-up box will display confirming that the gift was successfully sent, or notifying you that it was not sent because the recipient already owns the selected media file. You will receive an error message if 1) the recipient was previously gifted that file by another upline, 2) the recipient was previously gifted that file by you, 3) the recipient previously purchased or redeemed the audio file, and 4) the recipient previously purchased the CD file. *Note: Once you gift a file, it will no longer display on the "Send Gifts" home page. If you purchased multiple gifts of the same media file, the number of gifts displayed will reduce.*

GIFTS GIVEN

It is recommended that you communicate with the recipients of your gifted media. It is the responsibility of your downline to accept your gift. Select "Gifts Given" on the gifting home page and scroll through an alphabetical list of gift recipients. *Note: This module automatically populates.*

On an iOS device, press the **blue arrow** to the right of each LTD ID Number to preview the media files you have gifted to each recipient. On an Android device, press the names of each person to view the media files you have gifted each recipient.

PURCHASING GIFTS FOR PROSPECTS

Select "Purchase Gifts for Prospects" on the gifting home page and scroll through media. After selecting a file, you'll see the SKU number, description, and a **blue price button**.

Press the **blue price button** and a pop-up box will display, allowing you to select the number of gifts you wish to purchase. *Note: you may purchase multiple units of the same media because they are not immediately gifted.* Adjust the gift count and press "BUY" (iOS) or "Proceed" (Android). A pop-up box will request you choose between "Credits" or "Purchase." Only members subscribed to a Subscription Package can redeem audio gifts. Press "Credits" to complete an AudioCredit transaction. Or, press "Purchase" to complete transaction. You will receive an email receipt for your purchase, and the transaction will be listed on the LTD website via "My Order History" located in the drop-down menu under "HiYourName."

Note: You may only send gifts to prospects through the DYS mobile platform. See the DYS User Guide in the Documents section of LTD Media for gifting instructions, or download the DYS User Guide on the LTD website via the "Documents" page located in the drop-down menu under "Resources."

GIFTS RECEIVED

Select "Gifts Received" on the gifting home page to scroll through your gifted media. Select a file to view its SKU number, description, and who gifted it to you.

To play an audio file, press "Listen Now" or "Download." *Note: "Listen Now" streams the file and does not download it to your SD card. Streaming audio requires an Internet connection. Downloading uses space on your SD card in your device; however, once downloaded, the file does not need an Internet connection to play.*

Gifted media should automatically sync to your "My Audio" library and can be identified with a **gift icon.** *Note: You may need to refresh your connection to the LTD server to view.*
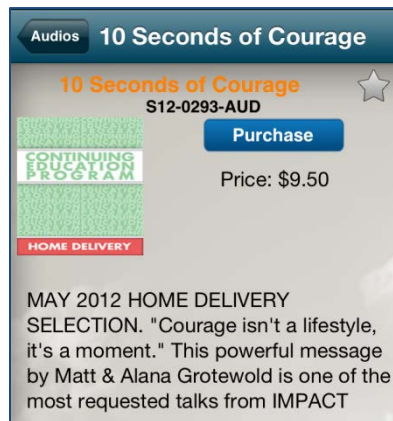
FAVORITES

Select "More" in the bottom navigation bar to view *Favorites*, *Audio Playlists*, *Downloading Queue*, *Documents*, *Membership Card*, *Settings*, and *Feedback*.

Select "Favorites" for quick access to all of your most-watched, most-listened, or most-loved audio, video, photos, and documents.

To label an audio, video, photo, or document as a "Favorite," locate the **gray star** on the top right corner of the title description. Press the star and it will highlight yellow, identifying it as a favorite.

Favorites are synced with the LTD cloud. This means that they can be accessed on any device (yours or the other account holder) and remain intact even when you delete the platform from your devices. If favorites do not sync, iOS users should press the update icon in the top left corner and Android users should press the menu button and "Refresh."

AUDIO PLAYLISTS
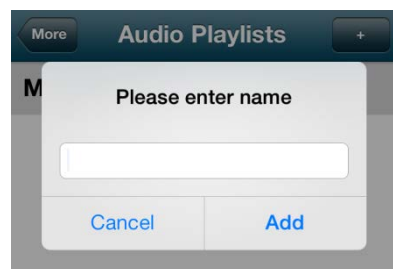
Select "Audio Playlists" to view your audio playlists. Create audio playlists to play multiple audios back-to-back. You can only add downloaded audios to a playlist.

To create a new audio playlist, press the **plus button** in the top right corner of the navigation bar. A pop-up will display, requiring you to enter a name for your new playlist. When you have named your playlist, press "Add."

After creating your playlist, visit your "Saved" audio and select audio files for your playlist. Select the audio title and press the **blue "Add to Playlist" button**. The playlist home page will display. Select your desired playlist and the audio will be saved in it.

Playlists are synced with the LTD cloud. This means that they can be accessed on any device (yours or the other account holder) and remain intact even when you delete the platform from your devices.

If playlists do not sync, iOS users should press the update icon in the top left corner and Android users should press the menu button and "Refresh."

DOWNLOADING QUEUE

Select "Downloading Queue" to view media that currently downloading to your device.

DOCUMENTS

Select "Documents" in the bottom navigation bar to view and download important LTD documents. Scroll through the documents by running your finger from the bottom to the top of the screen. Press your desired document and select "Download" to download the file to your device. Once downloaded, press "View."

Downloaded documents will be identified with a **red floppy disk icon**. To delete a document, open the file and select the **trashcan icon** in the top right corner.

MEMBERSHIP CARD

Select "Membership Card" to view your LTD Membership Card and present it's barcode for scanning at LTD events.

SETTINGS

Select "Settings" to delete incomplete downloads from your device or set maximum parallel downloads.

Press "Delete Incomplete Downloads" if you have incomplete downloads in your downloading queue. A pop-up will display with the option to delete "Videos," "Audios," or both. Select your desired option and all incomplete files will delete from your device.

NEW! Press "Clear Cache" to clear your device cache and disassociate any downloads from LTD Media.

Android users have an additional feature. Press "Use External Audio Play" to stream downloaded audios through your external audio player instead of the LTD audio player.

FEEDBACK

The purpose of the feedback feature is to provide LTD with any problems experienced within the platform. Press "Feedback" and a text box and keyboard will display. Type your feedback in the text box and press "Submit" in the top right corner to send. *Note: This feature is for feedback only. You will not receive a reply. If you need to troubleshoot an issue, contact LTD Member Services via* support@ltdhq.com.